Goals

• Welcome

• Participants

• Threat Environment
Threat Environment

• Activist / Protestors
• Adverse Customer Actions
• Threats / Violence
Threat Environment

- Targeted Attacks
- Insider Threat
- Cyber Threat
Threat Environment

- Operational Security
- Theft
- Emergencies
Threat Environment

- Public Health – flu, norovirus
- Employee death
- Spillover Incidents
Questions?

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Goals

• Best Practices

• Situational Awareness
Violence

• Understand the Issue (Cause? Us?)
• Act or Refer
• Use a Calm Voice
• Request Assistance as Needed
Violence

• Pathway to Violence
  – Ideation
  – Planning
  – Acquisition
  – Implementation

• Goal – Case Management, Not Prediction of Violence

• FORT Principle
Violence

• Avenger Progression
  – Perceived Injustice
  – Feeling Victimized
  – Externalization of Responsibility
  – Development of a Grudge
  – Obsessed with Avenging
  – Avenging Action
Violence

- Red Flag – Crime, Unpaid Bills, Upset People
- Notify a Supervisor
- Risk Assessment
- Rethink Shut Offs
- Document Threats
Insider Attack

- Background Checks
- Control Network and Facility Access
- Monitor Inappropriate Activity
- Terminate Access On Separation
- Non Disclosure Agreement
- Backup Systems
- Operational Security Training
Cyber Attack

- Secure Data
- Monitor Logs
- Staff Training
- Passwords and Lockouts
- Software Updates
- Penetration Tests
- Insurance
Systems Disruption

- Networks
- Gas
- Electric
- Water
- Phone
- Data
Facilities

- Security and Access Control
- Plan for Targeted Attacks
- Backup Control Centers
- Facility Loss
- Published Information
Pipelines

- Attractive Target to Many Groups
- IED Threat
- Infrastructure Impact
Practices

- Risk Assessment
- Threat Management
- Law Enforcement Liaison
- Emergency Training and Equipment
- Prevention and Inspection
- Employee Health
Practices

- Executive Commitment
- Legislation
- Labor Contracts
- Worker Assessment
- Bench Depth
- Supervision
- Communications System
- Hot Zone
Practices

• Unified Command
• PIO
• EOC
• Crisis Management
• Mutual Aid
Practices

• Exercise Progression
  – Table Top
  – Drills
  – Functional Exercise
  – Full Scale Exercise
  – Games – Hybrid Approach
Risk Assessment

- Rapid Risk Assessment
  - Account History
  - Area Crime History
  - Emergency Communications System
  - Radio / Phone
  - Additional staff assigned?
  - Training
  - Adverse Action?
AGA Natural Gas Field Worker Safety & Security Forum

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